

Your Document Number (same as in header)

Defense Information Infrastructure (DII)

Common Operating Environment (COE)

**System Administrator's Manual (SAM) for
(name and version of software/segment)**

Document Version (if applicable)

Date

Prepared for:

Defense Information Systems Agency

Prepared by:

**Your Company Name
and Address**

Table of Contents

<< Table of Contents will generate here >>

List of Tables

<< List will generate here >>

List of Figures

<< List will generate here >>

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Notes on Using the Template

1. Refer to Section 3.1 and 3.2 of the *DII COE Developer Documentation Requirements* for format requirements and guidelines for using the templates.
2. This template has been formatted for a small document (12 pages or less) and double-sided reproduction. Section headings are left adjusted (refer to Section 3.1.4 item 4 of the *DII COE Developer Documentation Requirements*) and are not required to begin on a new odd page.

1. Scope

1.1 Identification

This paragraph shall contain a full identification of the system and software. It must provide the identifying number(s), title(s), abbreviation(s), version number(s), the release number(s), and the associated COE version number(s), as applicable. Identification must include the operating system platform(s) to which this document applies.

1.2 System Overview

This paragraph shall provide a brief description of the general nature, purpose, and function of the system and software.

2. Referenced Documents

Provide a list of documents referenced in this document. List each document by document number, title, version/revision, and date. Identify the source for all documents not available through the Government.

3. Operating Guidelines

Provide a list of documents available to support the system or software, including commercial guides and manuals. List each document by document number, title, version/revision, and date. Provide or reference any additional information that would assist in the implementation, installation, and operation of the system or software, as applicable.

Specify the procedures necessary to power-off, power-on, and initialize operation of the computer system, as applicable.

4. Installation Overview

Reference the documentation (such as the IP) that contains the procedures for installing, configuring, and initializing the system or software.

5. System Administration Utilities

Describe the system administration utility(ies) or related functionality provided by the system/software. If the software directly or indirectly affects a system administration function (i.e., processes data, status, commands or displays, etc.), describe the impact to system administration functions, if any.

6. Operation/Maintenance Procedures

Provide instructions for system and/or software operation and maintenance. These may include monitoring procedures, on-line procedures, off-line procedures, and any additional procedures to be followed by the administrator.

7. Error Recovery Guidelines

Describe any information pertinent to troubleshooting problems associated with the system/software. For example, error messages generated by the software and the appropriate responses, known problems or errors, any internal diagnostics provided by the software, etc.

8. Notes

Provide general information to assist in the understanding of this document. May include a list of acronyms and abbreviations, and a list of terms and definitions.

A. Appendices

Appendices may be used to provide additional information published separately for convenience in document maintenance. The appendices shall be referenced in the main body of the document, where applicable.